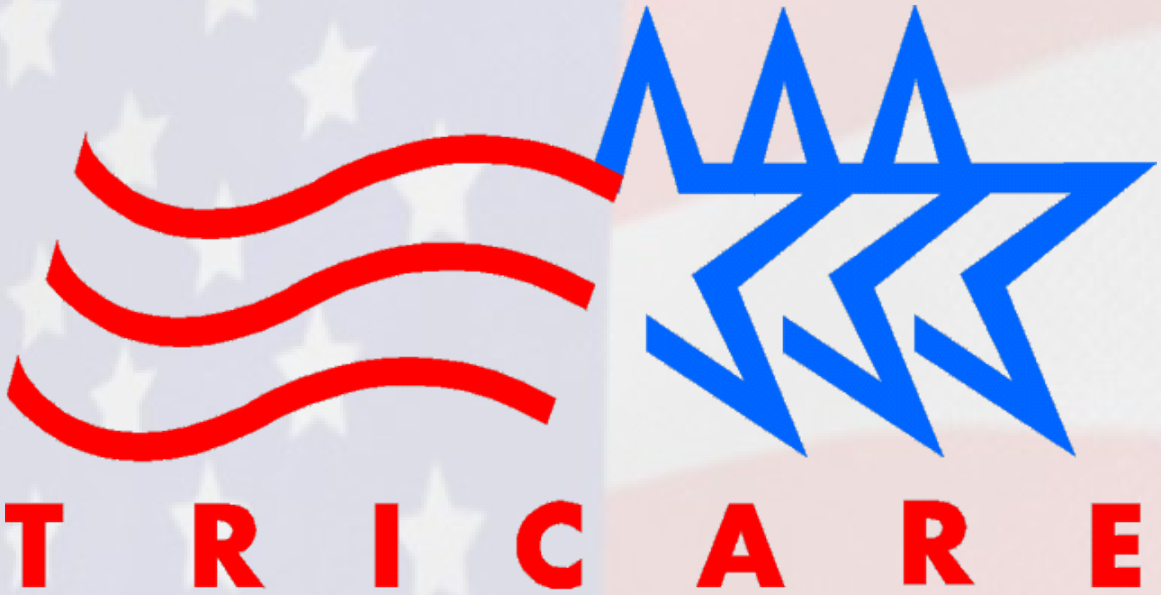


2000

“Focus on Performance”

TRICARE
Management
Activity

TRICARE ACCESS IMPERATIVES

CAPT Tracy Malone
Lt Col Kathleen K. Larkin
CDR Mary Chaffe
Maj Steve Hill
LTC Mike Montgomery
Mr. Jim Blagaich

1 FEBRUARY 2000

TRICARE ACCESS IMPERATIVES

TRICARE Management Activity

- BACKGROUND
- IMPERATIVES
- STATUS REPORTS

TRICARE ACCESS IMPERATIVES

TRICARE Management Activity

BACKGROUND

- JCS: Improve access to integrated health care system
- ASD(HA): Identify policy and program imperatives to improve access in MHS
- TRICARE Access Summit, 22 Oct 99:
  - Surgeons General
  - Lead Agents
  - TMA
  - MCSCs
- Action plan developed to address 7 access imperatives

TRICARE ACCESS IMPERATIVES

TRICARE Management Activity

- ✔ Optimize TRICARE Prime Enrollment
- ✔ Improve Telephone Access
- ✔ Improve and Standardize Appointing Processes
- Implement DEERS 3.0 on schedule
- Improve Primary Care Management
- Improve MTF Capacity (Improve provider availability)
- Improve Case Management

TRICARE
Management
Activity

STATUS REPORTS

TRICARE
Management
Activity

OPTIMIZE TRICARE PRIME ENROLLMENT

Lt Col Kathleen K. Larkin, USAF, MSC

TRICARE Management Activity

Military Health Systems

ENROLLMENT IPT

TRICARE Management Activity

- Develop Standardized Policies and Procedures for AD Enrollment
  - Contractor enrollment of AD members
  - Enrollments will be performed using the contractors' systems
- Standardize Enrollment Materials
  - TRICARE Prime enrollment cards
  - TRICARE Prime enrollment form (DD Form)

DDITIONAL CHANGES NDER DEVELOPMENT

TRICARE Management Activity

- Monthly payment of enrollment fees for retirees and their family members
  - Requirements are currently being drafted
- Mandatory enrollment for families of E-4 and below
  - Awaiting HA signature on Interim Final Rule
- Portability in conjunction with New DEERS
  - International enrollment data base

TRICARE
Management
Activity

TELEPHONE ACCES

CDR Mary Chaffee, NC, USN
Maj Steve Hill, USAF, MSC
TRICARE Management Activity
Military Health Systems

TELEPHONE ACCESS

TRICARE Management Activity

- TRICARE Access Summit- 22 Oct 99 (Aurora, CO)
  - Telephone access identified as key access priority

TELEPHONE STANDARDS

TRICARE Management Activity

- Telephone standards have been in place in Managed Care Support Contracts since 1995
  - Busy signal never exceeds 20%
  - 80% of calls acknowledged (***by routing system or representative***) within 20 seconds
  - 90% of calls answered (***routed to representative or Automated Response Unit***) in 120 seconds
  - 80% of calls completed during initial call (***caller's questions/concerns completely resolved***)
  - Call backs (***unresolved calls***) within 2 working days

TELEPHONE STANDARDS

TRICARE Management Activity

- We have been monitoring the telephone performance of MHS Managed Care Support Contractors
- No standards have been in place in the direct care system

IMPROVEMENT STRATEGY

TRICARE Management Activity

- Integrated Program Team (IPT) chartered 1 November 1999
- Team includes members representing the Services, TMA, Health Affairs, and Joint Chiefs of Staff

IMPROVEMENT STRATEGY

TRICARE Management Activity

- GOAL
  - Simplify process for contacting “TRICARE”
  - Standardize telephone access (MTF & MCSC)
  - Leverage State-of-the-art technology

IMPROVEMENT STRATEGY

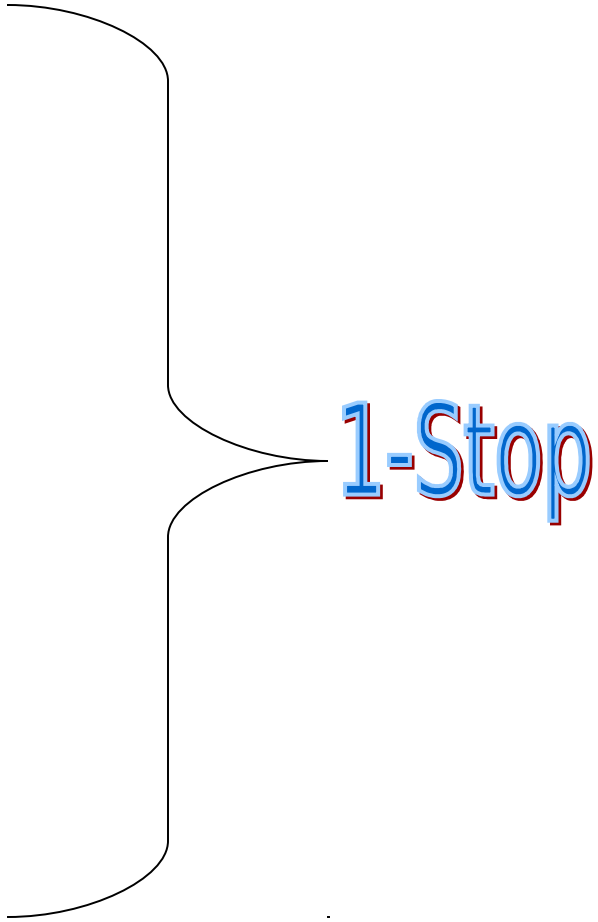
TRICARE Management Activity

- PROCESS
  - OSD/HA: Set standard policy
  - IPT: Investigate options
    - Make recommendations
  - TMA & DSGs: Select Option
  - Services/Lead Agents: Implementation guidelines
  - MTFs & MCSCs: Implement solution

IMPROVEMENT STRATEGY

TRICARE Management Activity

- Information
  - Benefit, MTF Specific, Network
- Enrollment
  - New, Change-Portability, Status
- Appointment Availability
- Health Care Finder
- Health Care Information Line
- Claims
  - Status, Assistance
- How to Complain?



IMPROVEMENT STRATEGY

TRICARE Management Activity

- Phase 1:
  - Link to Direct Care (MTFs) numbers & WWW
  - Link to MCSC Toll-Free numbers & WWW
- Phase 2:
  - Call/Hit Routing Technology Implemented
  - Calls/Hits “Triaged” to Appropriate Source
- Phase 3:
  - Primary Access for all MHS contractors

TRICARE
Management
Activity

APPOINTMENT STANDARDIZATION

LTC Mike Montgomery, MS, USA
TRICARE Management Activity
Military Health Systems Operations

THE PROBLEM

TRICARE Management Activity

The Lack of Standardization:

- appointment type terminology/data elements
- business rules

Results In:

- Poor customer service and increased time required for appointing
- An inability to optimize use of our MTFs and an increase in network referrals
- Poor Data

RECOMMENDATION

TRICARE Management Activity

- Standardize appointment type, clinic names, and other necessary data elements within CHCS across the MHS.
- Establish MHS Enterprise Business Rules for appointing and referral

CRITERIA

TRICARE Management Activity

- Customer Service/Patient Satisfaction
- Ease of Administration
- Useful Information for Decision Support
  - Are we optimizing MTF utilization?
  - Are we meeting access standards?
  - Can we better measure our performance?
- Data Reliability and Consistency
- Cost

STANDARD APPOINTMENT TYPES

TRICARE Management Activity

Existing Data Field

PCM - Initial Primary Care
SPEC - Initial Specialty Care
ACUT - Acute
ROUT - Routine Appointment
WELL - Wellness, health promotion
PROC - Procedure with designated time allotment
EST - Established patient follow-up appointment
TCON - Telephone Consult
GRP - Group/Class

Existing Data Field

Standard Clinic Location Names

Booking Authority	**Beneficiary Priority**	**Age Delineation**	**Appt Time & Duration**	**Appointment Detail Field**
Existing Data Field	*New Data Field	*New Data Field	Modified Data Field	*New Data Field

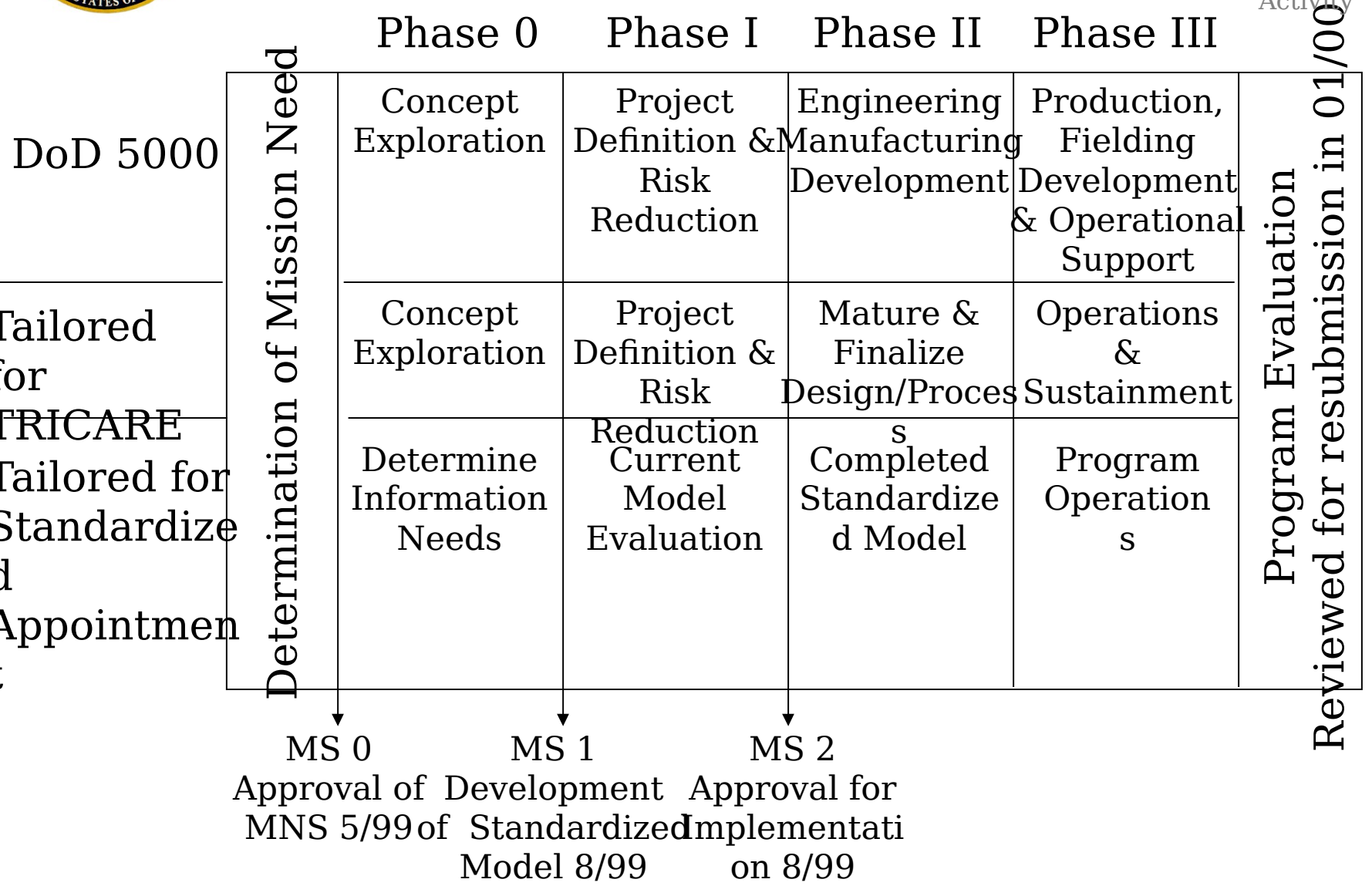
MHS ENTERPRISE BUSINESS RULES

TRICARE Management Activity

- Order of Precedence for Appointment Search
- Referral Process
- Patient Rights
- Booking Procedures

CURRENT STATUS

TRICARE Management Activity



CONCLUSION

TRICARE Management Activity

- Standardized Appointments is vital for:
  - Optimally using our MTF resources
  - Providing meaningful and useful utilization information
  - Effectively measuring how well we're meeting access standards
  - Effectively monitoring contractor performance
- Leadership Buy-In for Implementation across the MHS is critical!!

TRICARE
Management
Activity

PORTABILITY ELECTRONIC DATA EXCHANGE (PEDE)

Mr. Jim Blagaich

TRICARE Management Activity

Information Management, Technology & Reengineering

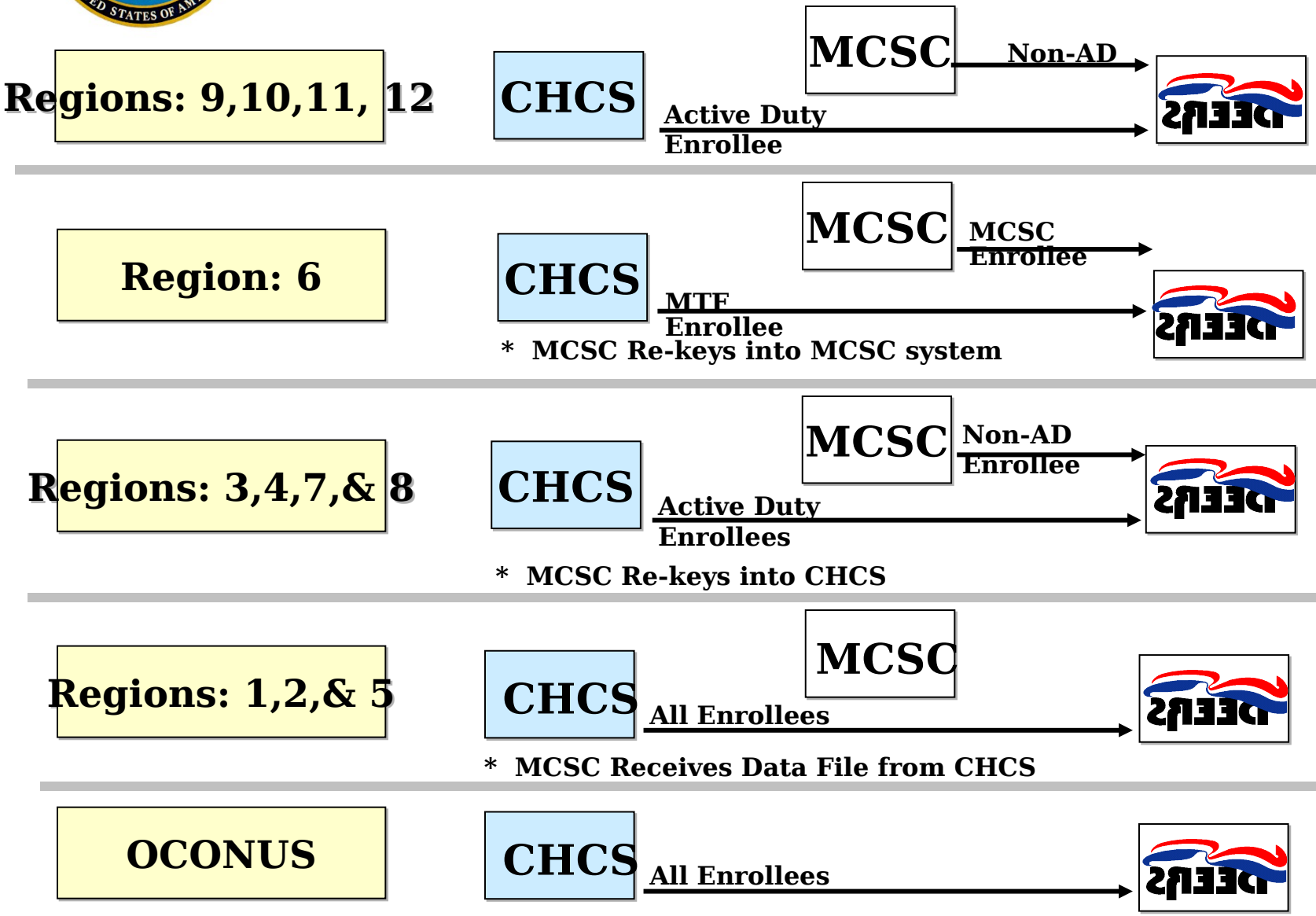
WHY PEDE?

TRICARE Management Activity

- Issue
  - TRICARE Medical Benefit Transfer (Portability)
- History
  - Regional Enrollment Process Variation
  - Groundswell of Complaints
  - Senior Leadership Awareness
- Solution
  - JCS Direction to Fix Portability in FY00
  - Process and Systems Integration Solution

CURRENT REGIONAL ENROLLMENT FLOWS

TRICARE Management Activity



NROLLMENT PORTABILITY DATA FLOW

TRICARE Management Activity

DEERS

SERVICE PERSONNEL SYSTEM

- **Change In Coverage Plan**
- **Change In Enrollment Data**
- **Change In Entitlement**
- **Change In Eligibility**

DEERS Will Push Info To External Organizations And/Or Systems

MCSC **MCSC** **CHCS** **CHCS**

Gainin **Losin** **Gainin** **Losin**

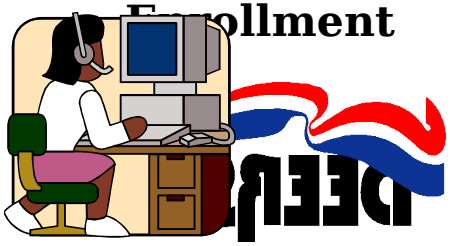
ENROLLMENT & PCM ASSIGNMENT

TRICARE Management Activity

Complete Enrollment Form

In Process

Perform Enrollment



Assign Plan

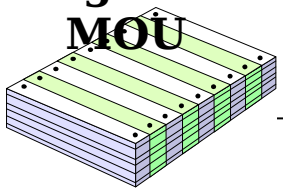
Assign PCM

CHCS

Push Enrollment

MCSC

PCM Assignment MOU



MTF PCM Name & ID

MCSC Provider System

PEDE OVERVIEW (IGCE NOTED BENEFITS OF PEDE)

TRICARE Management Activity

- Reduce Costs of Portability
- Eliminate CHCS-MCSC Dual Data Entry in each Region
- Eliminate Reconciliation among CHCS, DEERS, & MCSC
- Reduction in Contractor Disenrollment Function
- Increase Gov’t Responsibility for Enrollment Card Production
- Reduction of Deferred Claims

PEDE Overview (Phase I Timeline)

TRICARE Management Activity

14-16 Dec99

11 Jan 2000

7 Aug 0

Change Order

System Requirements Review

Implemen

* More detailed timelines are found in the PEDE Program Manage document and will be updated in TMA Primavera for program ma

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